

# Consumer Information and Procedures

## -- Understanding Your Phone Bill

### Your Monthly Bill

Telephone bills are issued to you monthly by the company and must itemize basic charges and toll charges.

The first bill you receive must itemize the monthly charge as well as show the charge for the lowest basic local service that is available. If you do not wish to receive certain services you must contact the company within 20 days after receiving your first bill. The company will then remove these services from your account.

### Adjustment For Interrupted Service

If your telephone service has been interrupted and remains out for more than 12 hours, the company must make an appropriate adjustment to your bill provided that:

- you have reported the interruption or it has been discovered by the company; and
- you have requested that the adjustment be made

Adjustments are based on the number of days that your telephone service is not working with a minimum credit for a 24 hour period. A credit is then placed on your next bill. A credit will not be issued if the interruption of service is caused by:

- your negligence or willful intent;
- your own equipment; or
- a failure of electric power which is furnished by you

### Third Number Billing

When you make a third number call, the operator may attempt to verify the authority to bill the third number by calling the third number to get permission to bill the call to that number. If the operator does not get billing permission from the party and this party later refuses to make payment, the calls will be removed from the bill.

### Special Toll Bills

Residential customers who have had service for less than 24 months and any business customers who accumulate an unusually high amount of toll charges may be issued a special toll bill. Payment for this bill is due ten days from the mailing date, or seven days if delivered by hand. An unusually high toll bill is one which is more than 175 percent of the average of the past three months' toll bills or more than 175 percent of an average toll bill for your class of service (if three months actual data are not available).

### Unbilled Service

All bills for service must be sent to you within one year of the date that the service was supplied. You are not responsible for any amount of unbilled service after one year unless the company has reason to believe that you used a device or scheme to receive service without payment. If you are unable to pay the entire amount for previously unbilled service, the company must review the bill with you and work out a deferred payment arrangement. The period of time to pay off the bill must be at least as long as the period over which the bill covers.

## **Refunds**

If you are charged more than you should have been for any service, the company must refund that amount. The company is required to pay interest on any overpayment. The refund will be issued as a credit to your account or, if you request it, by check.